

# AccessNow

## Utah Medicaid Telephone Eligibility Information

Division of Health Care Financing

Updated April 2007

Medicaid client eligibility information is available through the *AccessNow* information line.

You need only:

- ▶ A touch tone telephone
- ▶ Your 12 digit Medicaid Provider Contract Number, followed by the pound sign (#).  
**Note:** Effective May 23, 2007, providers with a National Provider Identification (NPI) number must use the 10 digit NPI number, followed by the pound sign (#), to access this system. For non-medical providers, please continue using the 12 digit Medicaid provider number, and pound sign (#).
- ▶ Client's 10 digit Medicaid ID number  
OR  
Client's Social Security Number and date of birth
- ▶ Date of Service

### Advantages of AccessNow:

- ✧ *AccessNow* is available 7 days a week  
Monday - Saturday: 6:00 a.m. to Midnight  
Sunday: Noon to Midnight
- ✧ Toll free telephone numbers:  
  
538-6155 in the Salt Lake City area  
  
1-800-662-9651 for the rest of Utah and surrounding states of Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada.
- ✧ Callers may obtain the Medicaid I.D. number if they have the correct Social Security number and date of birth of their client.
- ✧ Callers may make any number of inquiries per call.

### AccessNow gives the following information:

- ✓ Client Eligibility
- ✓ Program (Medicaid, QMB, Emergency Service, and "Baby Your Baby")
- ✓ MCP Enrollment and MCP phone number
- ✓ Primary Care Physician
- ✓ Restricted Program
- ✓ Other Insurance (Including Medicare)

Health Care Financing administers 5 basic benefit programs. Providers should be familiar with limitations and scope of coverage of each program.

### Calling AccessNow

- ▶ Dial the Medicaid information line:  
**538-6155 or 1-800-662-9651**
- ▶ To select *AccessNow*, press "1" at the first menu.
- ▶ Press "1" to access eligibility information.
- ▶ Enter your 12 digit Medicaid Provider Contract Number, followed by the pound sign (#), or your NPI (on or after May 23, 2007), followed by the pound sign (#), AND either:
  - the client's 10 digit Medicaid Identification Number, or
  - 9 digit Social Security Number and date of birth.**NOTE:** For *Baby Your Baby Program* clients, use the 9 digit number plus the 'star' key \*.  
Example: Baby Your Baby, enter 123456789 \*.
- ▶ Enter the date of service as six digits (MMDDYY) or press the 'star key' \* to default to the current date.

*AccessNow* will provide one of the following messages:

- ✓ Client eligibility.
- ✓ No record found with that I.D.
- ✓ Invalid date of birth (if using client's Social Security Number).
- ✓ Invalid date of service.



### Utah Medicaid AccessNow Telephone Eligibility

**1-801-538-6155 or 1-800-662-9651**

Available Monday through Saturday, 6:00 a.m. to midnight; Sunday, noon to midnight

- |   |                                                                                         |
|---|-----------------------------------------------------------------------------------------|
| 1 | For Third Party Liability Information                                                   |
| 2 | To Enter Another Date Of Service for the Same Client                                    |
| 3 | To Transfer To The Customer Service Unit                                                |
| 8 | To Enter the Next Client ID                                                             |
| 9 | To End This Call                                                                        |
| * | To Replay Eligibility Information                                                       |
| # | To Go Back to the Eligibility Main Menu from the Third Party Liability Information Menu |

## **FAX Numbers**

**Document Control: (801) 536-0476**

Paper claim submission (live claims), Medicaid Information Bulletin (MIB) and provider manual requests

**Customer Service: (801) 536-0481**

Claim corrections, manual pricing documentation including invoices

**Manual Review: (801) 536-0463**

Review of coding and modifier issues

**Pharmacy/Transportation: (801) 536-0464**

Transportation documentation, claim corrections, transportation prior authorization requests

**Provider Enrollment: (801) 536-0471**

Provider applications, provider information updates including change of address, EFT (direct deposit), NPI, etc.

**Operations and Technical Support: (801) 536-0498**

EDI transmissions

**Hospice: (801) 536-0493**

Claim corrections, miscellaneous information

**Hospital: (801) 536-0974**

Claim corrections, miscellaneous information

**Nursing Home/Long Term Care: (801) 536-0474**

Claim corrections, miscellaneous information

**Emergency Only Program: (801) 536-0475**

Medical documentation

**Filing Deadline Issues: (801) 536-0164**

Affidavit and documentation

**Medicaid Prior Authorization requests: (801) 538-6382**

**Other Medicaid Issues: (801) 538-6805**

General number when a specific work team is not known. If FAX is intended for specific individual, please put that person's name on the cover sheet. This will help ensure the fastest service possible.

**Agency Conference and/or Formal Hearing: (801) 538-6478**

**TPL Documentation, EOBs: (801) 536-8513**

(Office of Recovery Services)